

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	City
335816	CANTERBURY WOODS	WILLIAMSVILLE

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

State	Zip Code	Phone	Survey Date
NY	14221	(716) 929-5800	03/26/2010

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Based on Nursing Home Compare - Complaint Deficiency

Date of Correction	Deficiency Type
01/01/1900	Health

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Based on Nursing Home Compare - Complaint Deficiency

Deficiency Category	Deficiency	Scope
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or	Isolated

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Based on Nursing Home Compare - Complaint Deficiency

Level of Harm

Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

335622

ELDERWOOD HEALTH CARE AT
HEATHWOOD

WILLIAMSVILLE

335622

ELDERWOOD HEALTH CARE AT
HEATHWOOD

WILLIAMSVILLE

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Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 688-0111	06/24/2008
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NY	14221	(716) 688-0111	09/24/2008
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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

	reports of abuse, neglect or mistrea tment of residen ts.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of quality.	Isolated
Quality Care Deficiencies	Give each residen t care and service	Isolated

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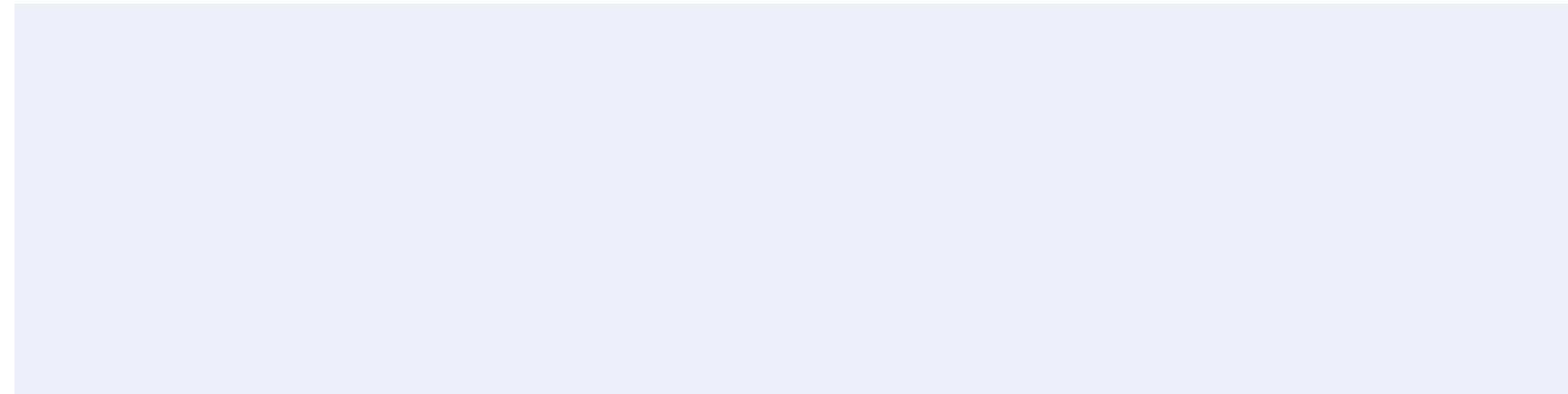
Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



335172

ST FRANCIS HOME OF WILLIAMSVILLE

WILLIAMSVILLE

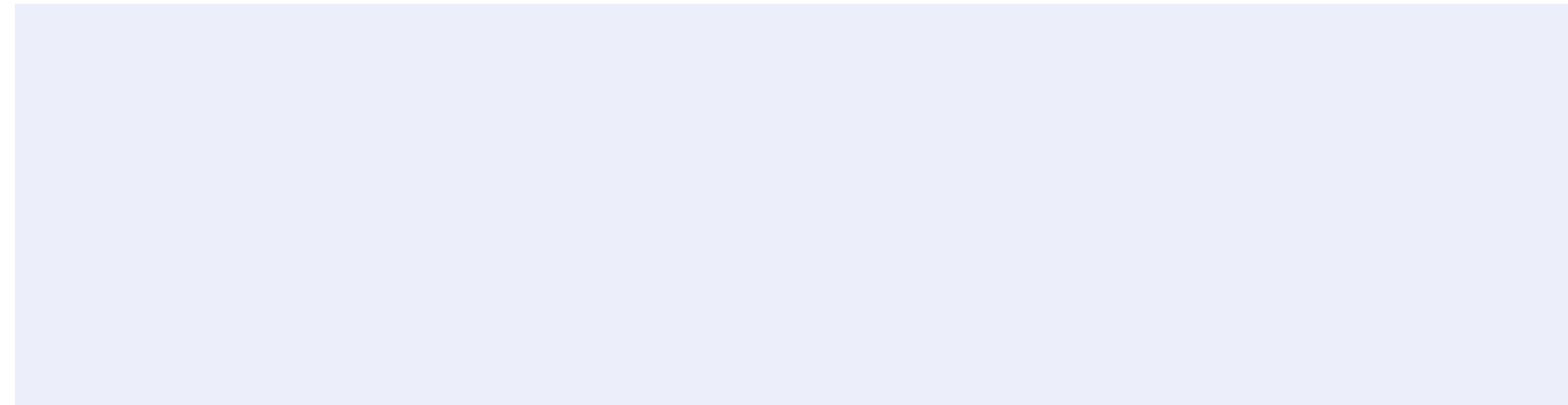
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WILLIAMSVILLE

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Based on Nursing Home Compare - Complaint Deficiency



NY

14221

(716) 633-5400

01/31/2008

NY

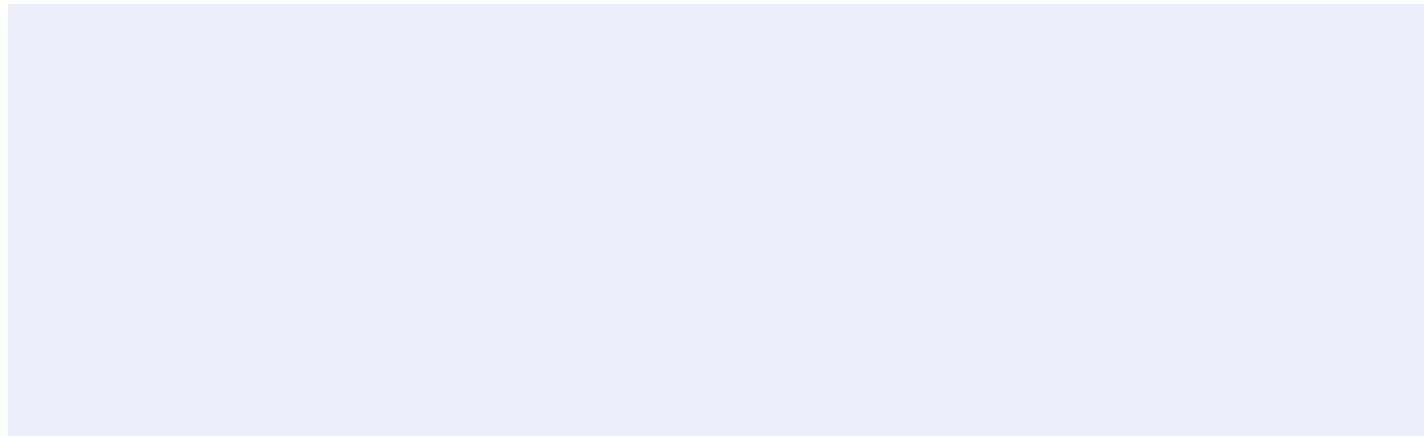
14221

(716) 633-5400

03/26/2008

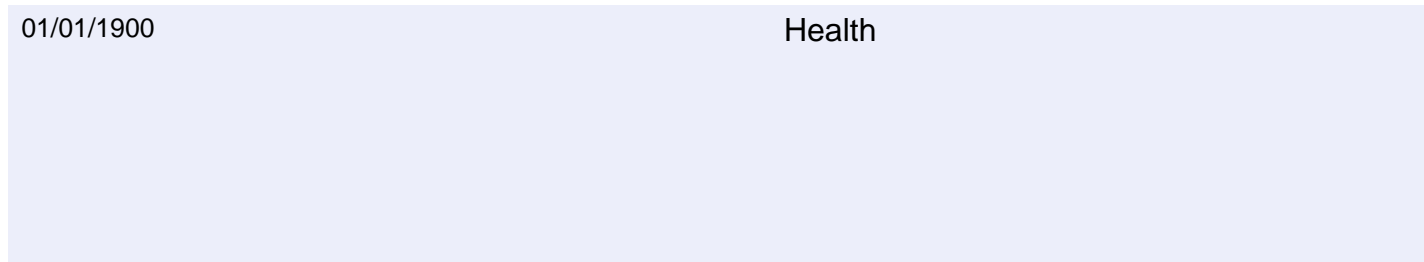
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Based on Nursing Home Compare - Complaint Deficiency



03/20/2008

Health



01/01/1900

Health

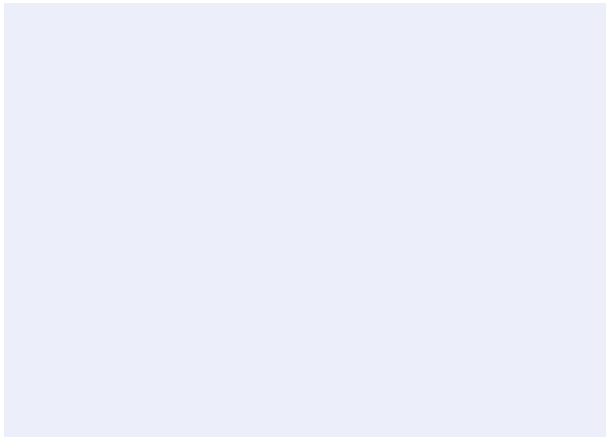
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Based on Nursing Home Compare - Complaint Deficiency

	service s to get or keep the highest quality of life possibl e.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of quality.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no	Isolated

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Based on Nursing Home Compare - Complaint Deficiency



Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency



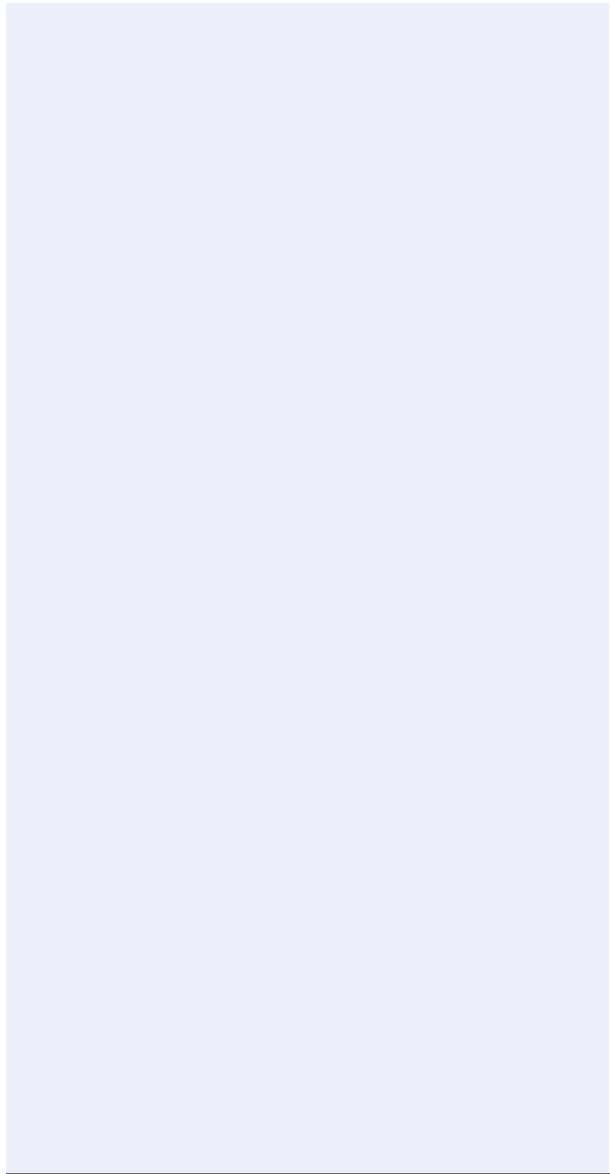
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Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency



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Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 633-5400	03/30/2010

NY	14221	(716) 633-5400	03/30/2010

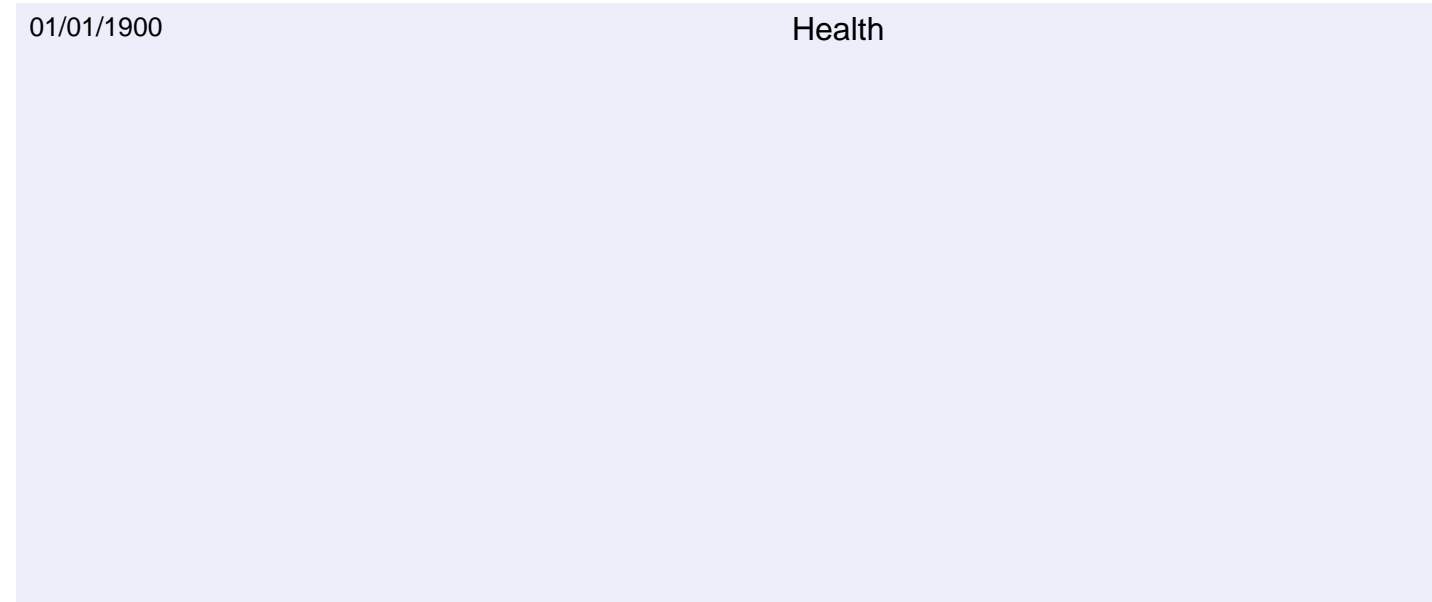
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Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health



01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

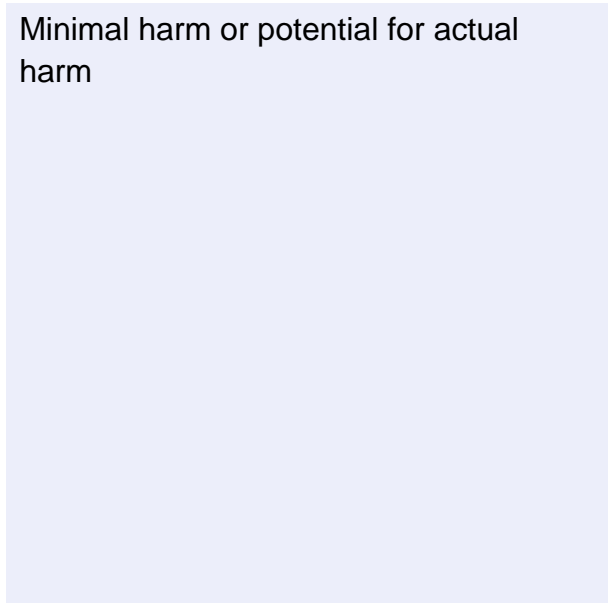
	residen ts.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of quality.	Isolated
Resident Assessment Deficiencies	Make sure that doctors see a residen t's plan of care at every visit and make notes	Isolated

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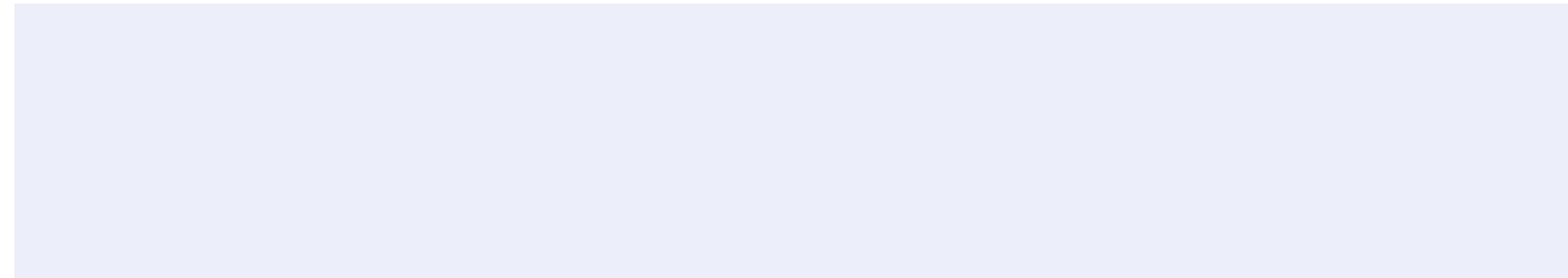


Minimal harm or potential for actual harm



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Based on Nursing Home Compare - Complaint Deficiency



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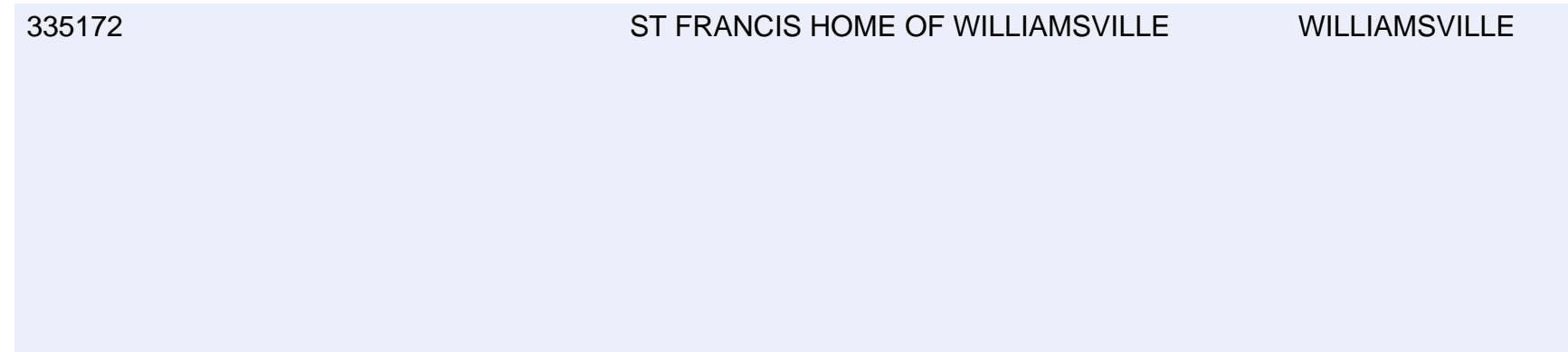
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WILLIAMSVILLE

335172

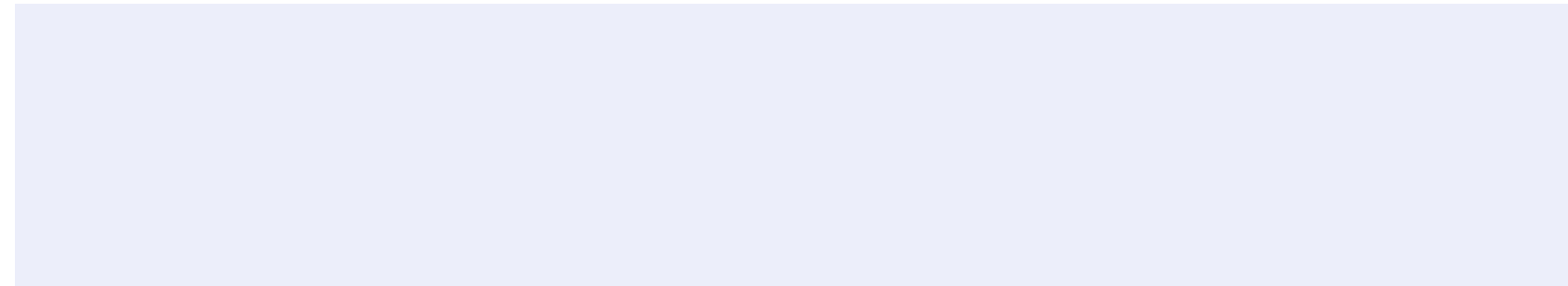
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Based on Nursing Home Compare - Complaint Deficiency



NY

14221

(716) 633-5400

05/13/2010



NY

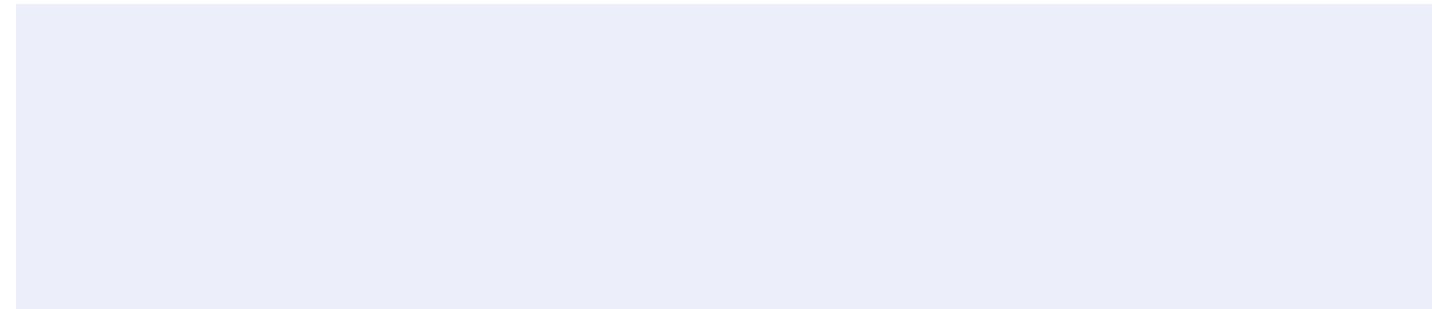
14221

(716) 633-5400

05/13/2010

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07/05/2010

Health

07/05/2010

Health



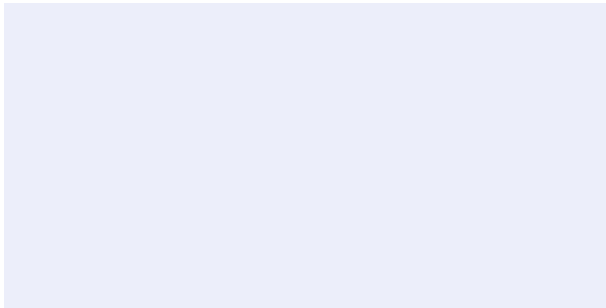
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	notes about progress and orders in writing.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep	Isolated

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Based on Nursing Home Compare - Complaint Deficiency



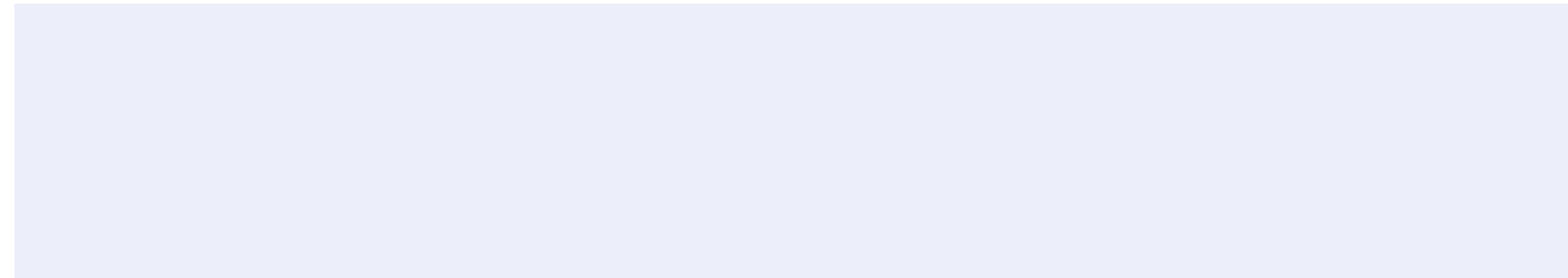
Minimal harm or potential for actual harm

Actual harm



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Based on Nursing Home Compare - Complaint Deficiency



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WILLIAMSVILLE

335172

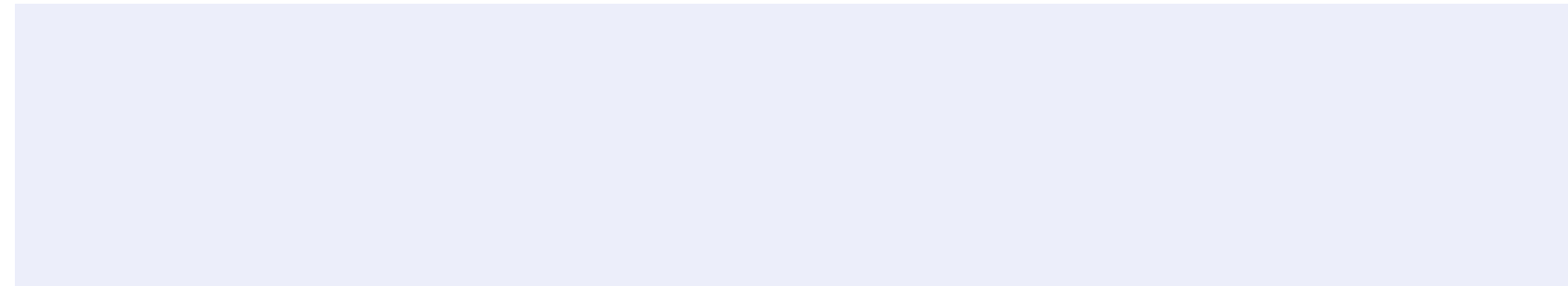
ST FRANCIS HOME OF WILLIAMSVILLE

WILLIAMSVILLE



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Based on Nursing Home Compare - Complaint Deficiency



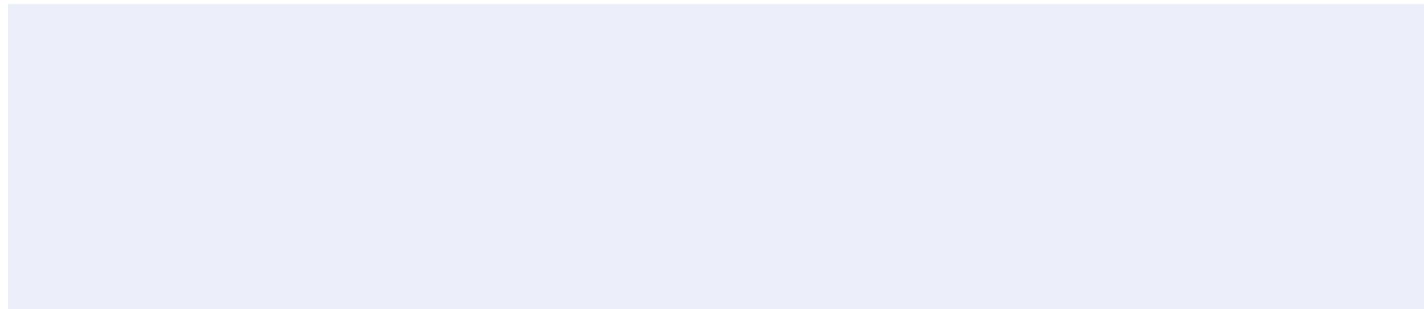
NY	14221	(716) 633-5400	10/28/2010
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NY	14221	(716) 633-5400	10/28/2010
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Based on Nursing Home Compare - Complaint Deficiency



12/01/2010

Health

12/01/2010

Health

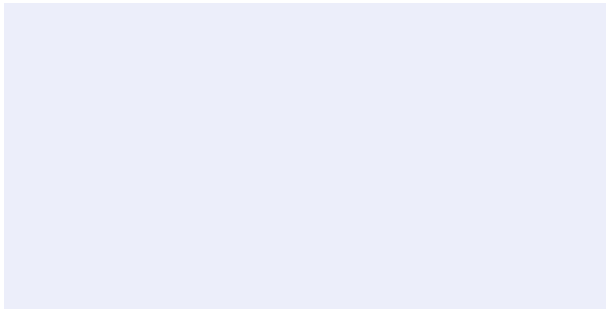
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	keep the highest quality of life possibl e.	
Quality Care Deficiencies	Give each residen t care and service s to get or keep the highest quality of life possibl e.	Isolated
Resident Rights Deficiencies	Immedi ately tell the residen t,	Isolated

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Actual harm

Minimal harm or potential for actual harm

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st francis home of williamsville

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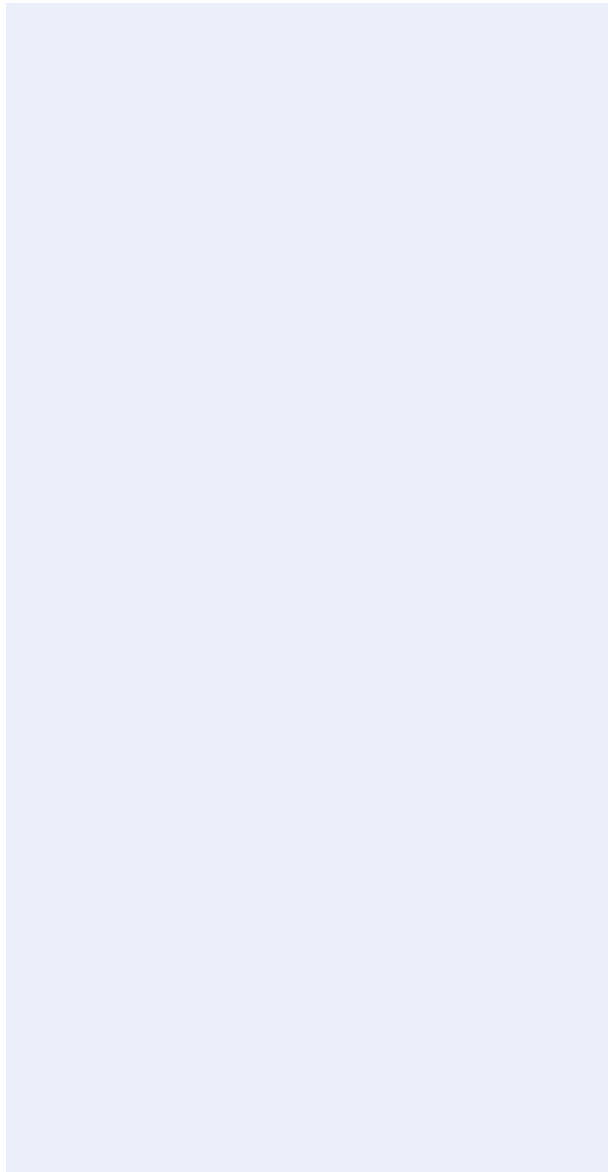
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Based on Nursing Home Compare - Complaint Deficiency

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family
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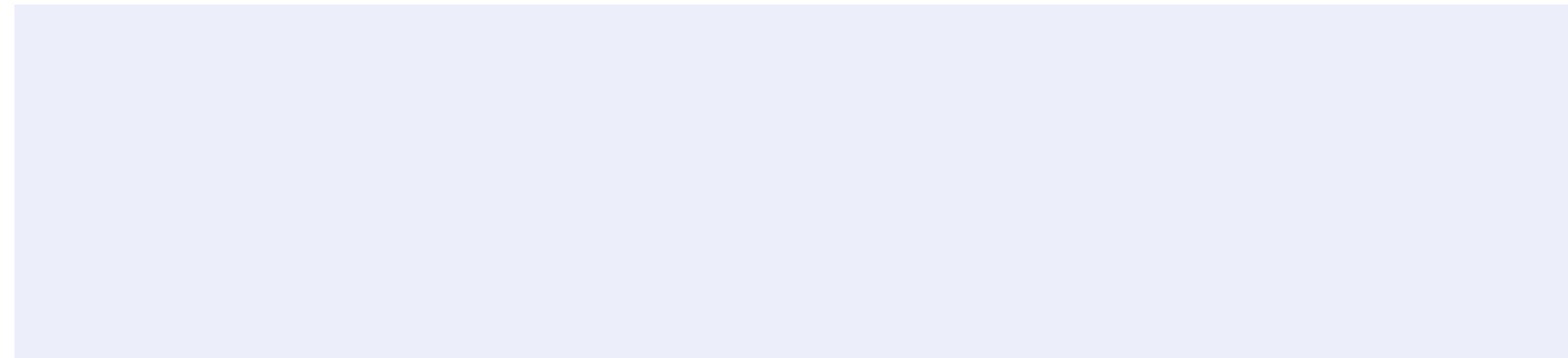
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Based on Nursing Home Compare - Complaint Deficiency



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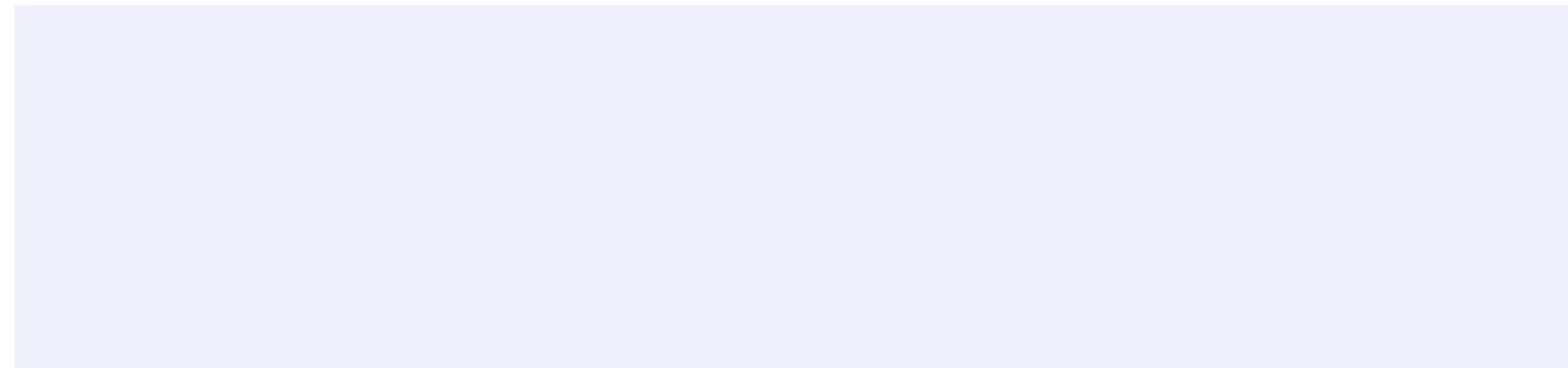
335647

WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

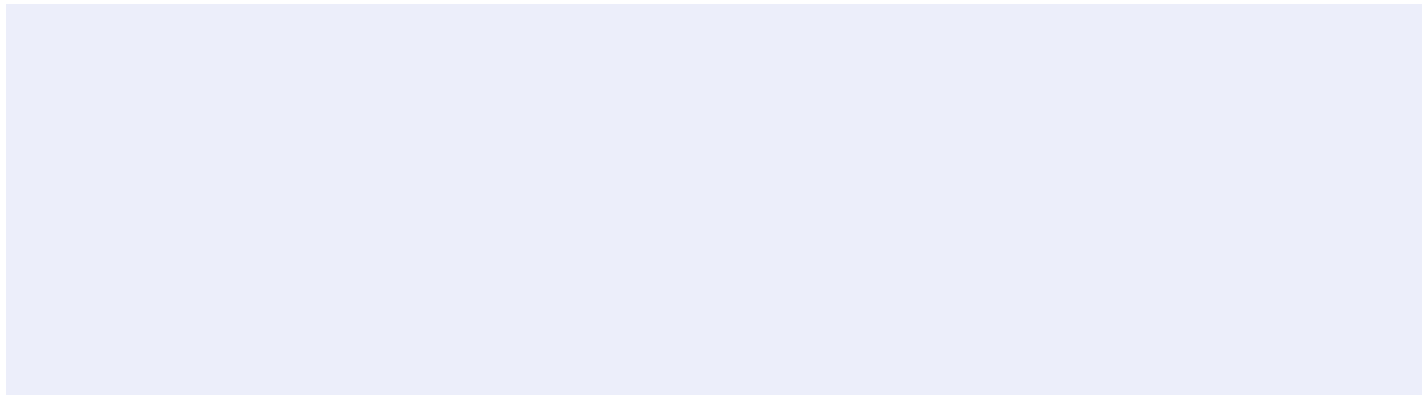


NY	14221	(716) 633-5400	01/24/2011
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NY	14221	(716) 632-6152	01/16/2008
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Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health

01/01/1900

Health

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

	antly, or the residen t must be transfe rred or dischar ged.	
Quality Care Deficiencies	Give each residen t care and service s to get or keep the highest quality of life possibl e.	Isolated
Resident Assessment Deficiencies	Develo p a comple	Isolated

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Based on Nursing Home Compare - Complaint Deficiency

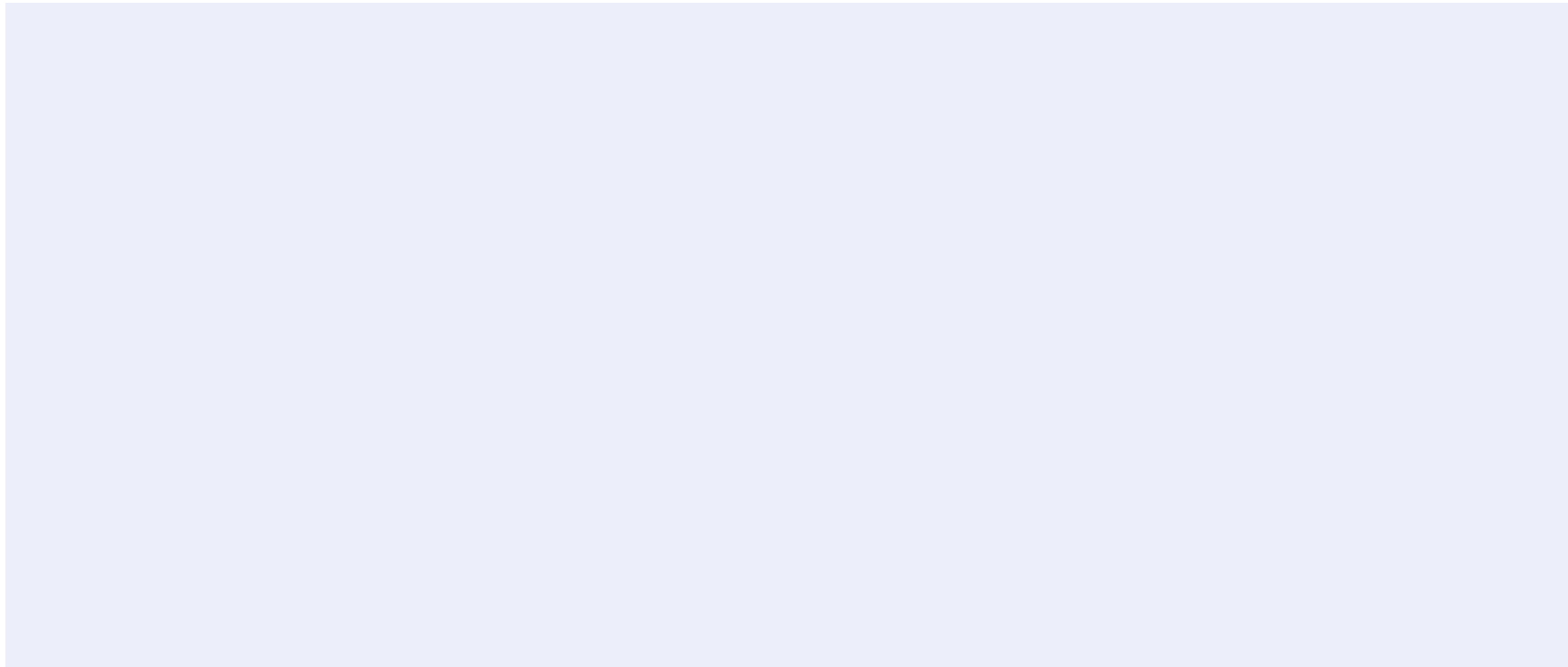


Actual harm

Minimal harm or potential for actual harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



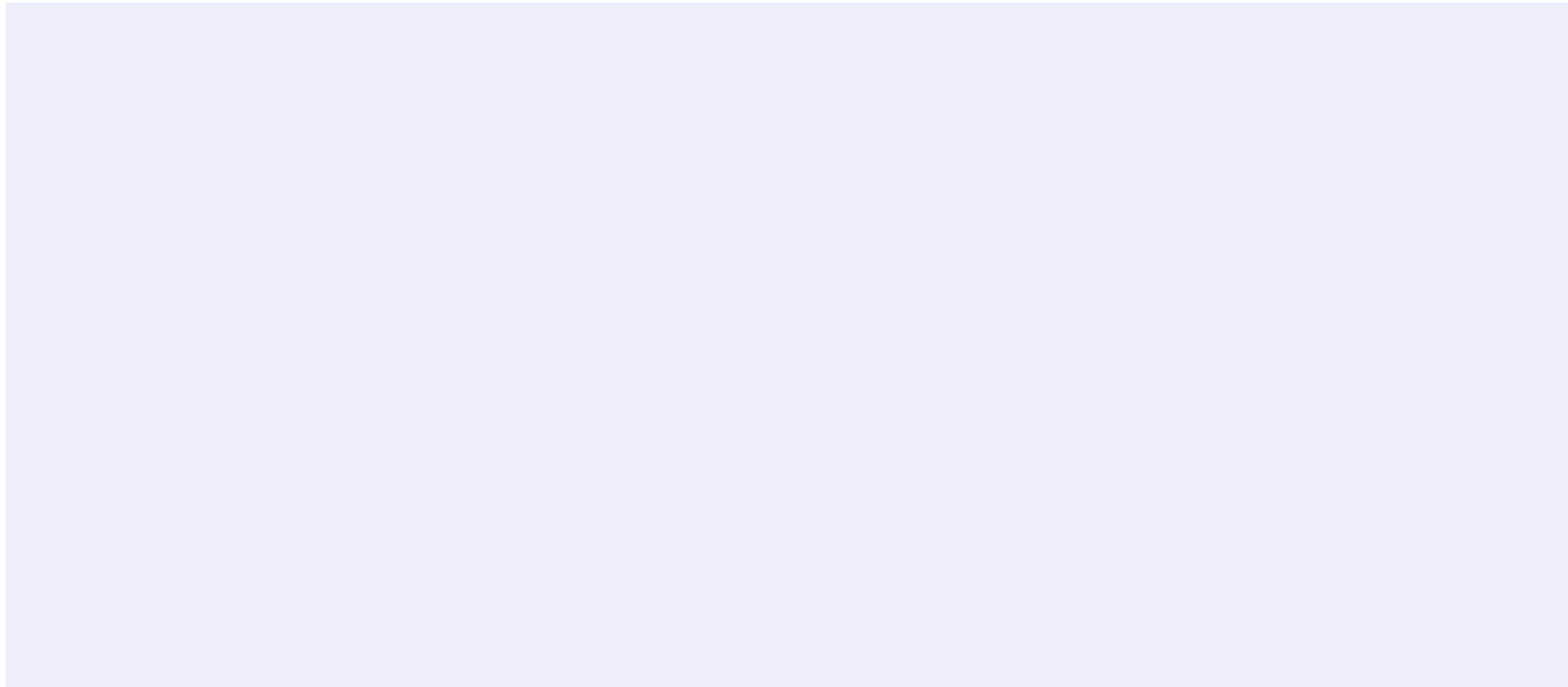
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NY

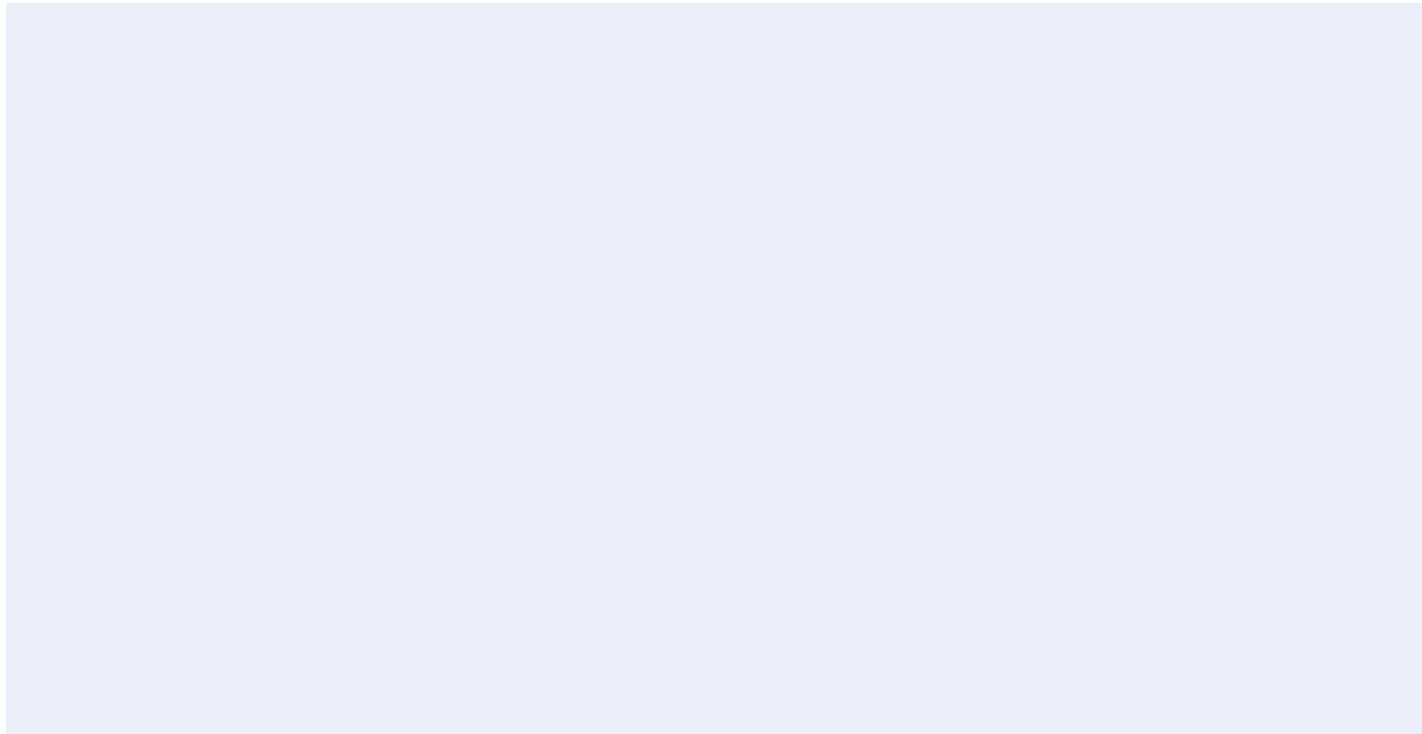
14221

(716) 632-6152

01/16/2008

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Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health

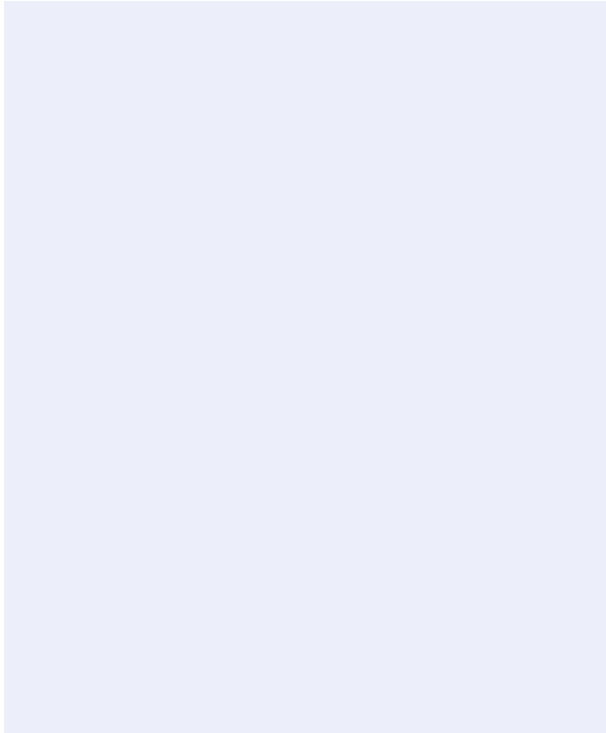
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Based on Nursing Home Compare - Complaint Deficiency

	comple te care plan that meets all of a residen t's needs, with timetab les and actions that can be measu red.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of	Isolated

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Based on Nursing Home Compare - Complaint Deficiency



Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

NY

14221

(716) 632-6152

03/19/2008

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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies

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Tell Isolated

each
residen
t who
can get
Medica
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1)
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for; or
2) how

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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual
harm

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Based on Nursing Home Compare - Complaint Deficiency

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WILLIAMSVILLE SUBURBAN L L C

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Based on Nursing Home Compare - Complaint Deficiency

NY

14221

(716) 632-6152

04/08/2008

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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

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Medica
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Quality Care Deficiencies

Give Isolated
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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual
harm

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WILLIAMSVILLE SUBURBAN L L C

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NY	14221	(716) 632-6152	10/06/2008
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NY	14221	(716) 632-6152	10/06/2008
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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies

quality.

Give Isolated
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Quality Care Deficiencies

Give Isolated
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st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency

NY

14221

(716) 632-6152

11/10/2008

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Based on Nursing Home Compare - Complaint Deficiency

12/06/2008

Health

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

	e.
Mistreatment Deficiencies	1) Hire Isolated only people who have no legal history of abusin g, neglect ing or mistrea ting residen ts; or 2) report and investi gate any acts or reports of

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Based on Nursing Home Compare - Complaint Deficiency



Minimal harm or potential for actual
harm

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Based on Nursing Home Compare - Complaint Deficiency

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NY	14221	(716) 632-6152	11/10/2008
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NY	14221	(716) 632-6152	01/06/2009
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12/06/2008

Health

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

	abuse, neglect or mistrea tment of residen ts.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of quality.	Pattern
Quality Care Deficiencies	Properl y care for residen ts needin g special	Isolated

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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency



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Based on Nursing Home Compare - Complaint Deficiency



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Based on Nursing Home Compare - Complaint Deficiency



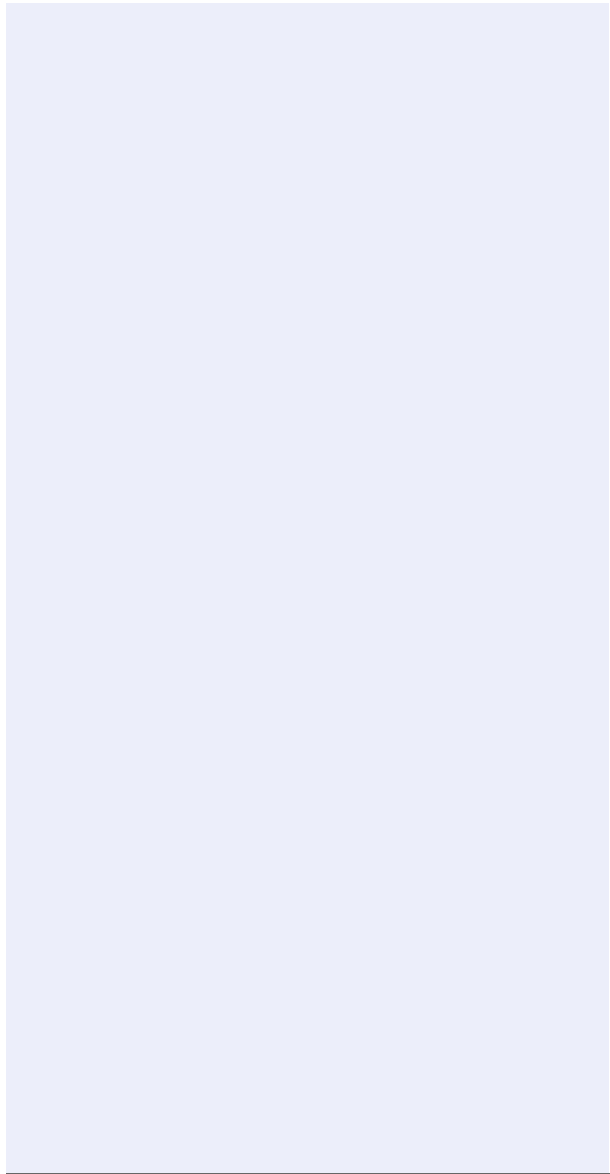
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Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency



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Based on Nursing Home Compare - Complaint Deficiency

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WILLIAMSVILLE

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NY	14221	(716) 632-6152	01/06/2009
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NY	14221	(716) 632-6152	03/09/2009
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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

01/01/1900

Health

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

	eses.	
Quality Care Deficiencies	Make sure that residen ts who cannot care for themse lves receive help with eating/ drinkin g, groomi ng and hygien e.	Isolated
Quality Care Deficiencies	Give profess ional service s that meet a	Pattern

st francis home of williamsville

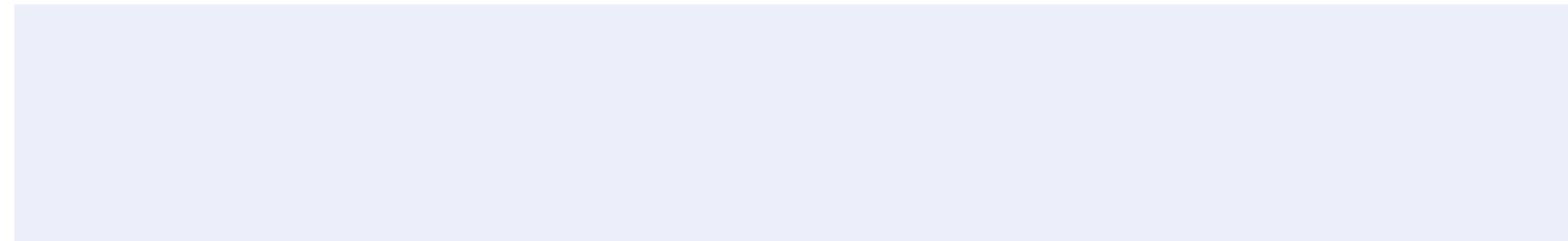
Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

st francis home of williamsville

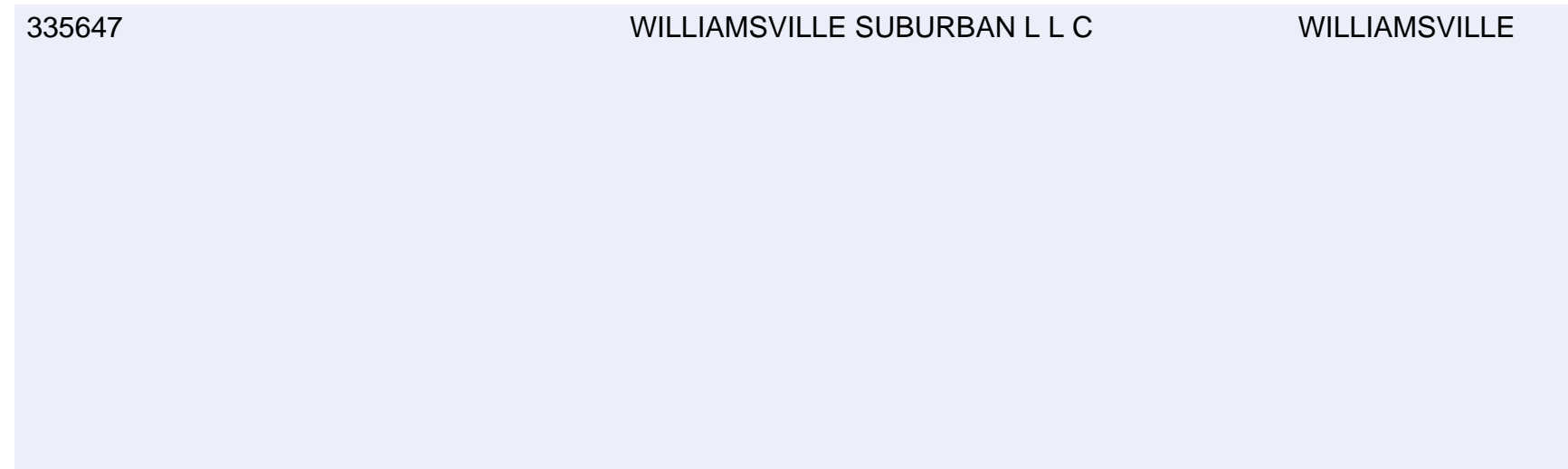
Based on Nursing Home Compare - Complaint Deficiency



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WILLIAMSVILLE



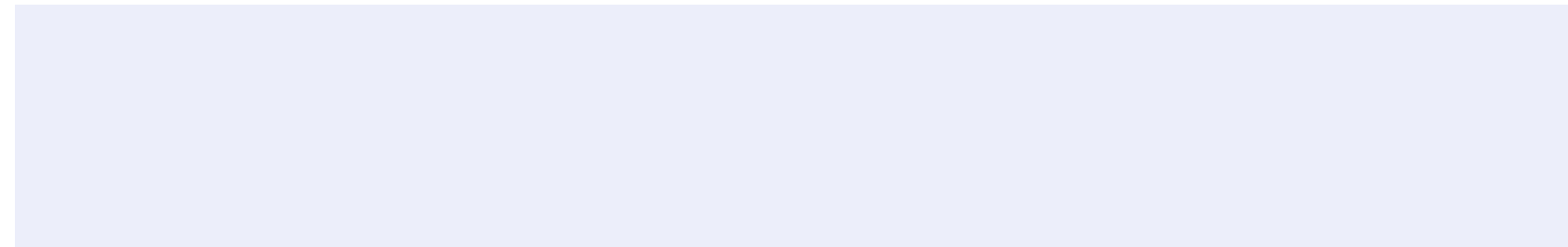
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WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

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Based on Nursing Home Compare - Complaint Deficiency



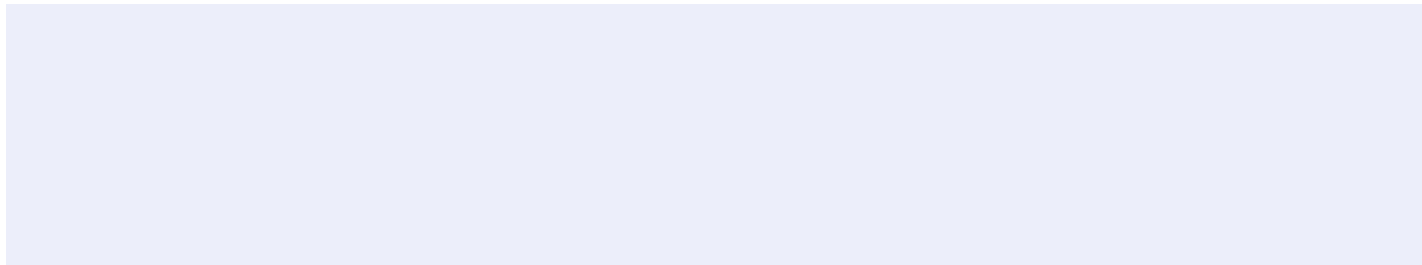
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NY	14221	(716) 632-6152	09/02/2009
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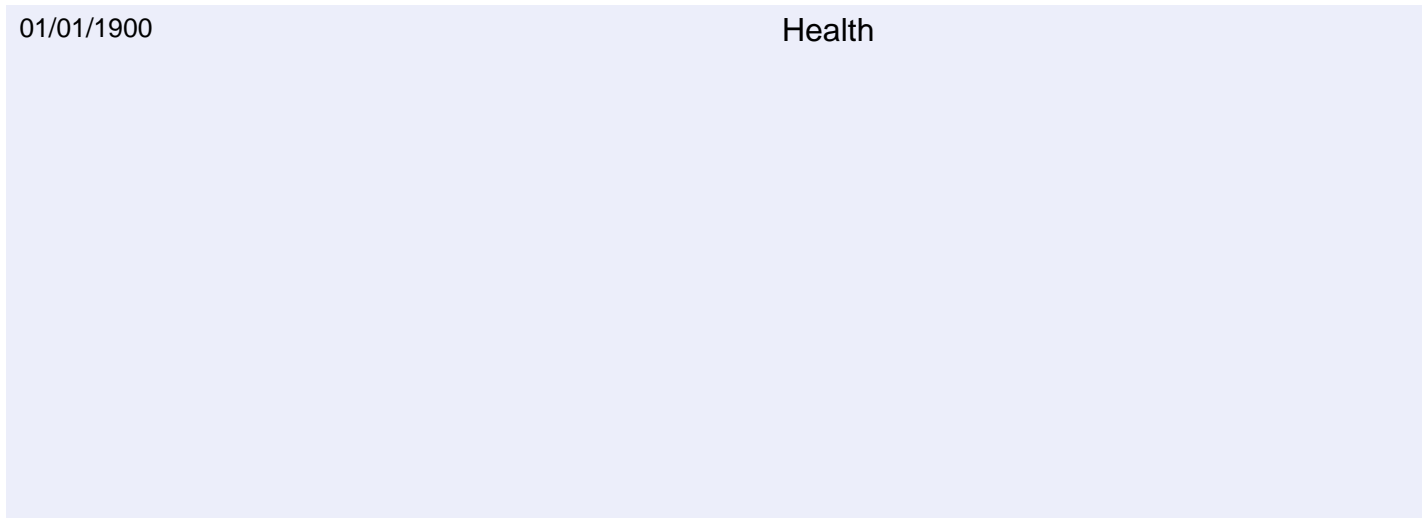
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Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health



01/01/1900

Health

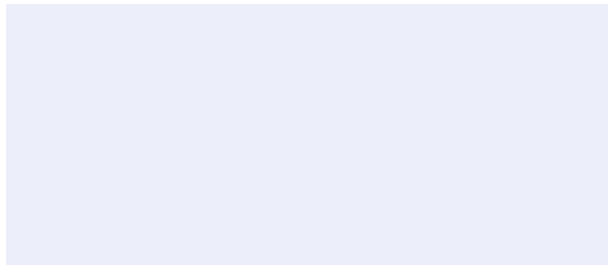
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Based on Nursing Home Compare - Complaint Deficiency

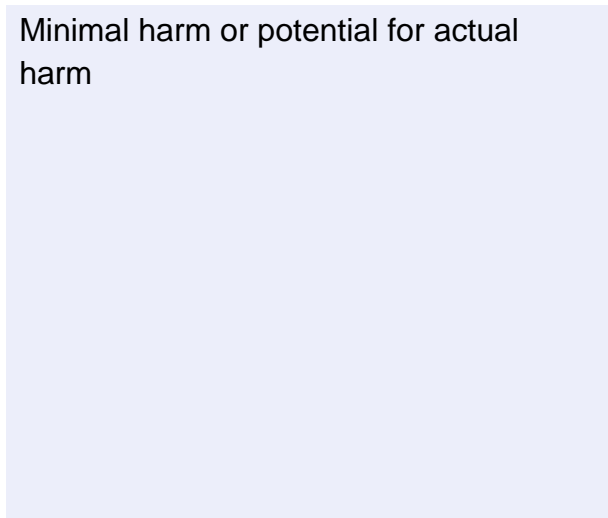
	meet a profess ional standa rd of quality.	
Administration Deficiencies	Keep accurat e and approp riate medica l record s.	Pattern
Quality Care Deficiencies	Properl y care for residen ts needin g special service s, includi ng:	Isolated

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Based on Nursing Home Compare - Complaint Deficiency



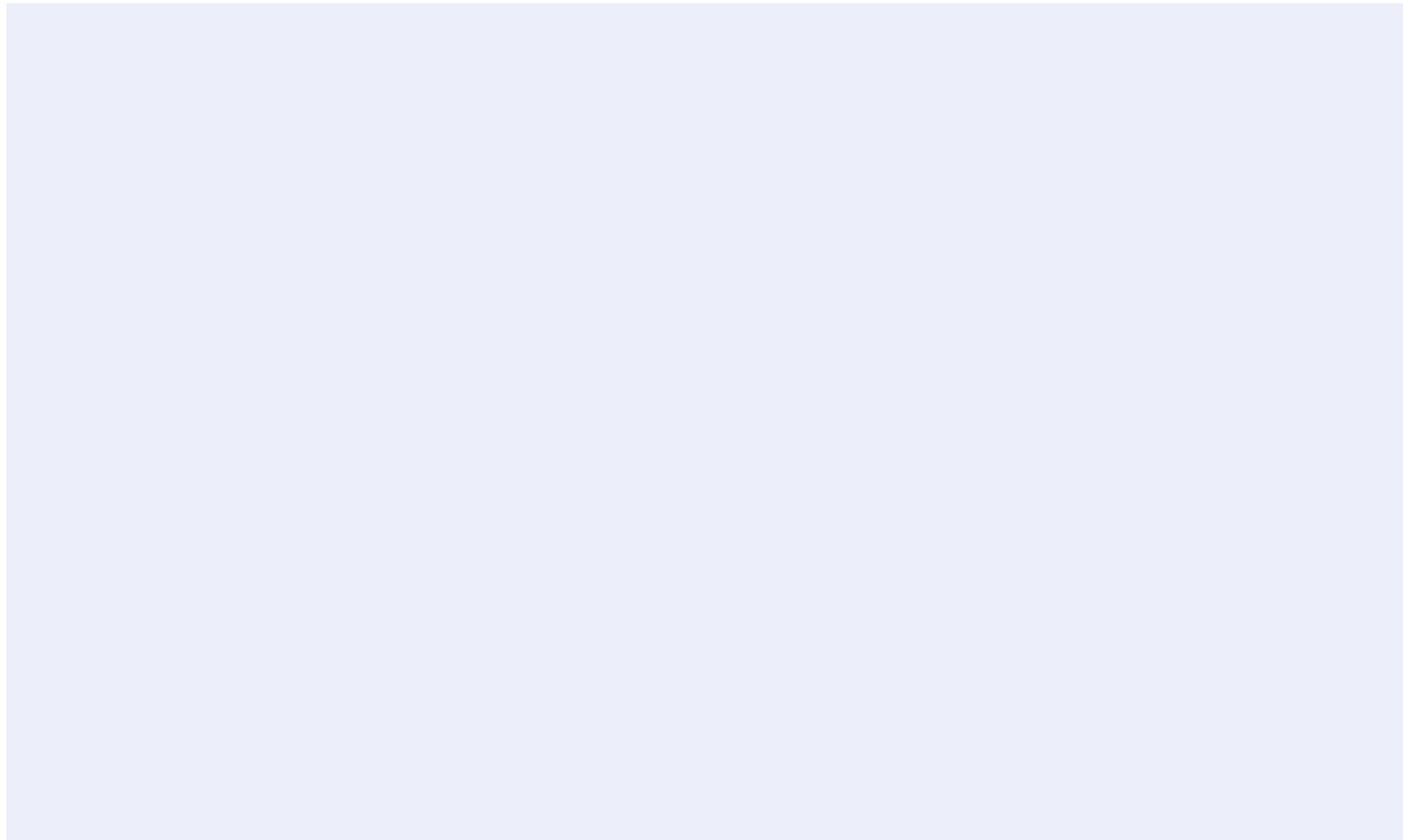
Minimal harm or potential for actual harm



Minimal harm or potential for actual harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



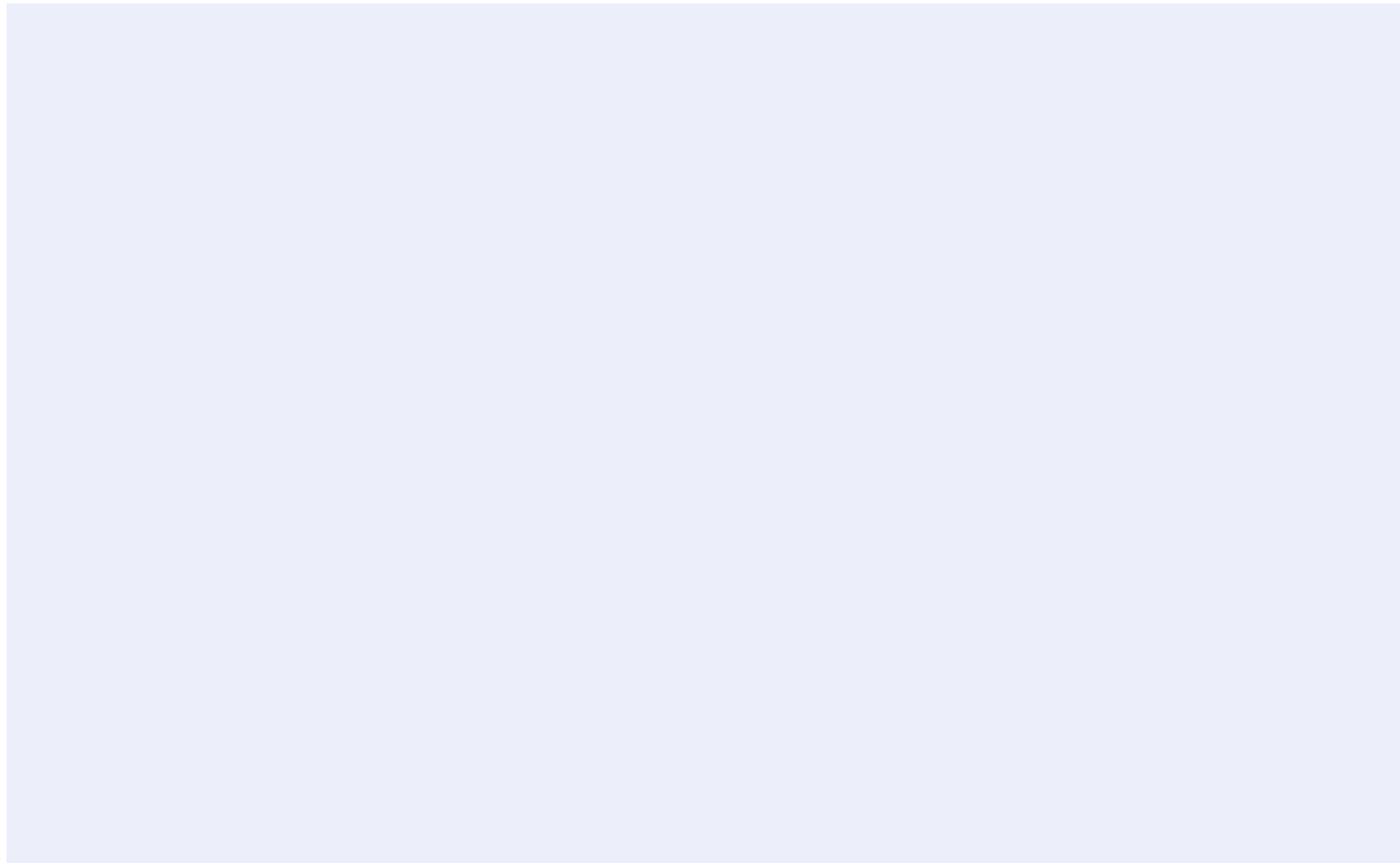
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WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



NY

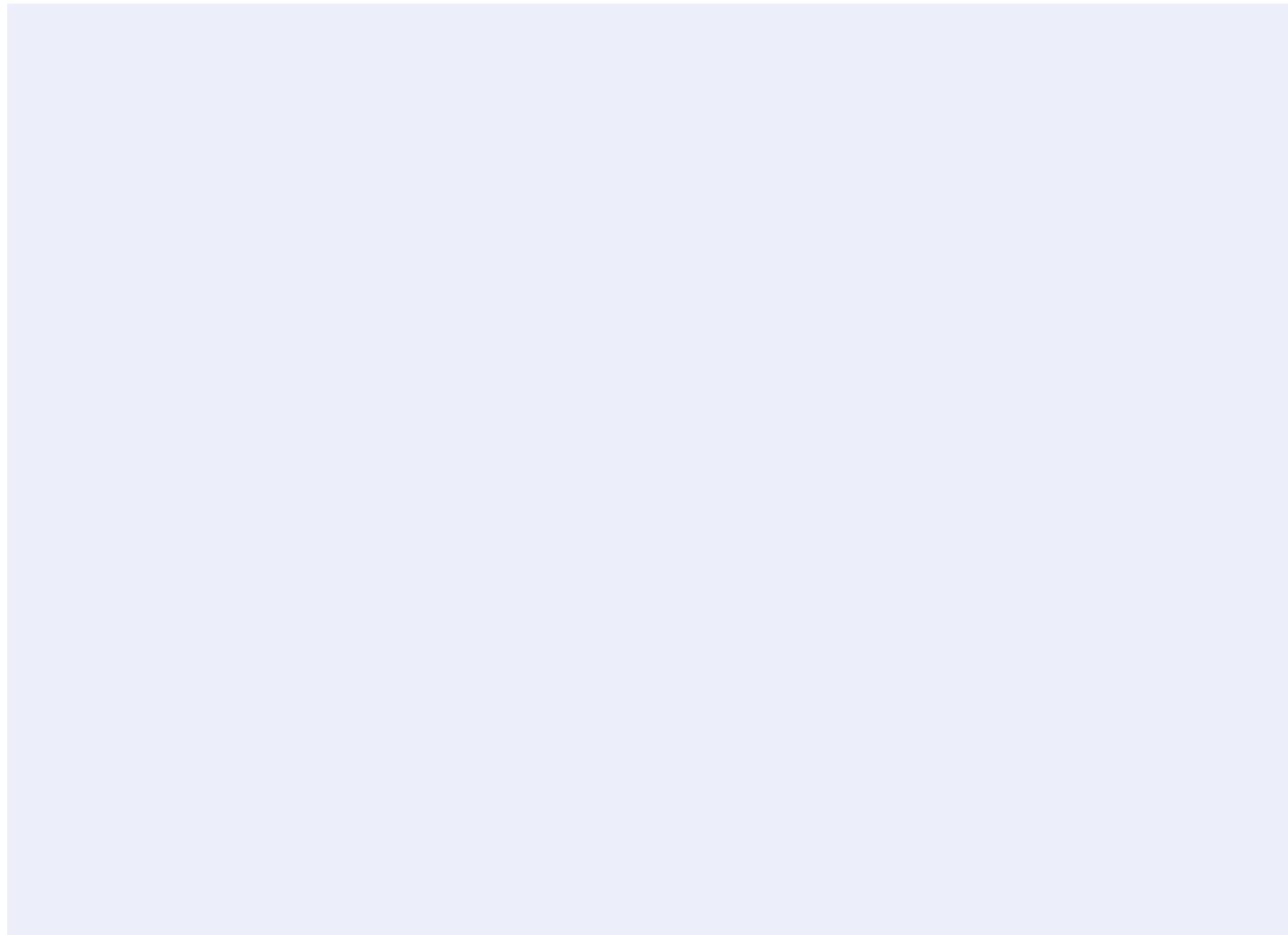
14221

(716) 632-6152

09/02/2009

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

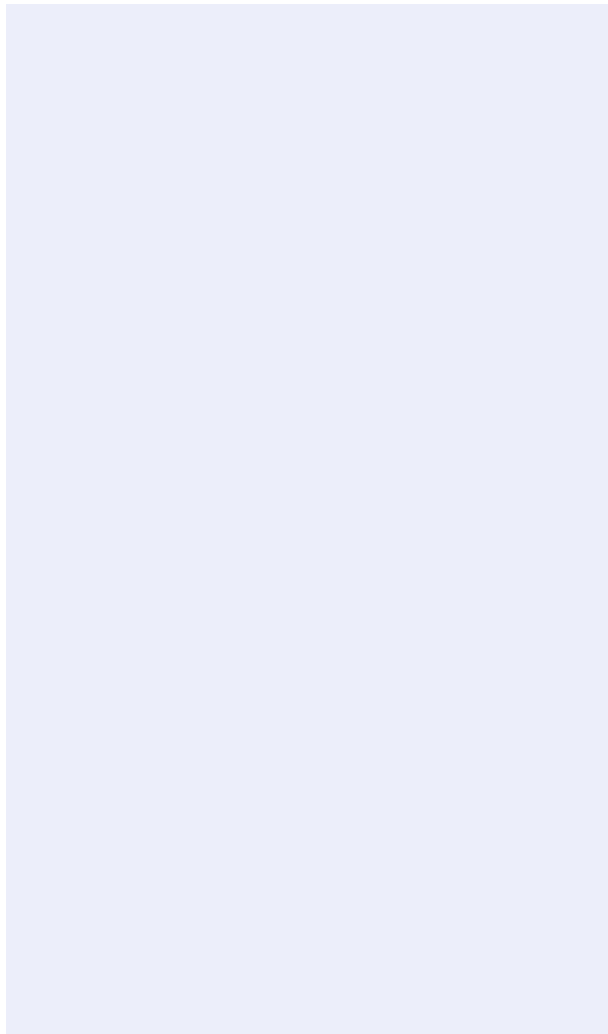
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care,
and
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eses.

Administration Deficiencies

post Pattern
nurse
staffing

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Based on Nursing Home Compare - Complaint Deficiency



Potential for minimal harm

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Based on Nursing Home Compare - Complaint Deficiency

335647

WILLIAMSVILLE SUBURBAN L L C

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WILLIAMSVILLE

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Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 632-6152	09/02/2009
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NY	14221	(716) 632-6152	09/02/2009
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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies

inform
ation.

Give Isolated
each
residen
t care
and
service
s to get
or
keep
the
highest
quality
of life
possibl
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Quality Care Deficiencies

Make Pattern
sure
that
residen
ts who
cannot
care
for
themse
lves

st francis home of williamsville

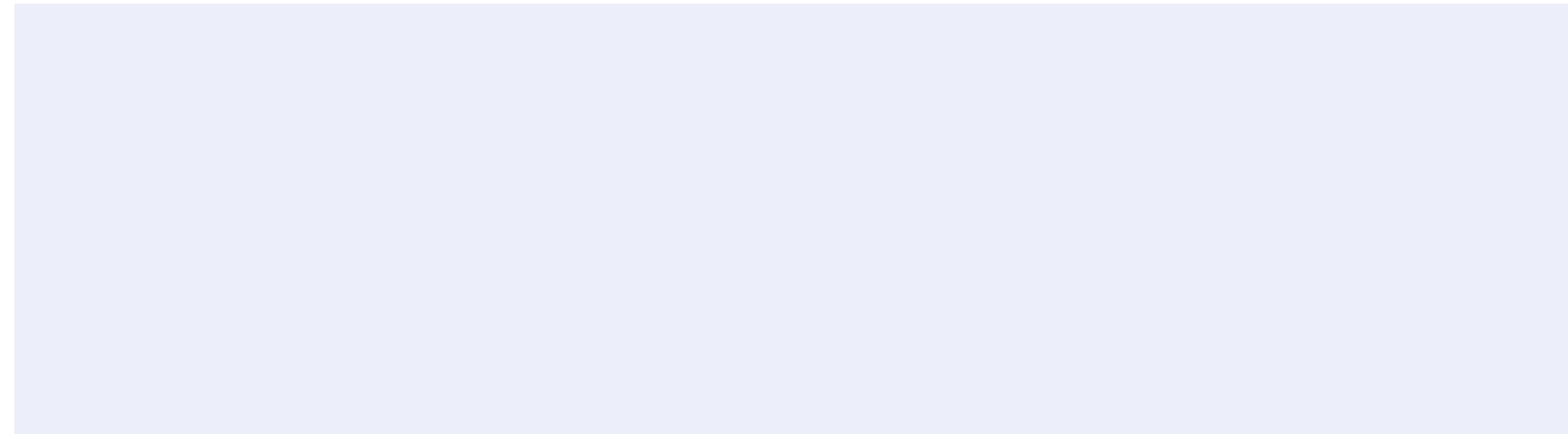
Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



335647

WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

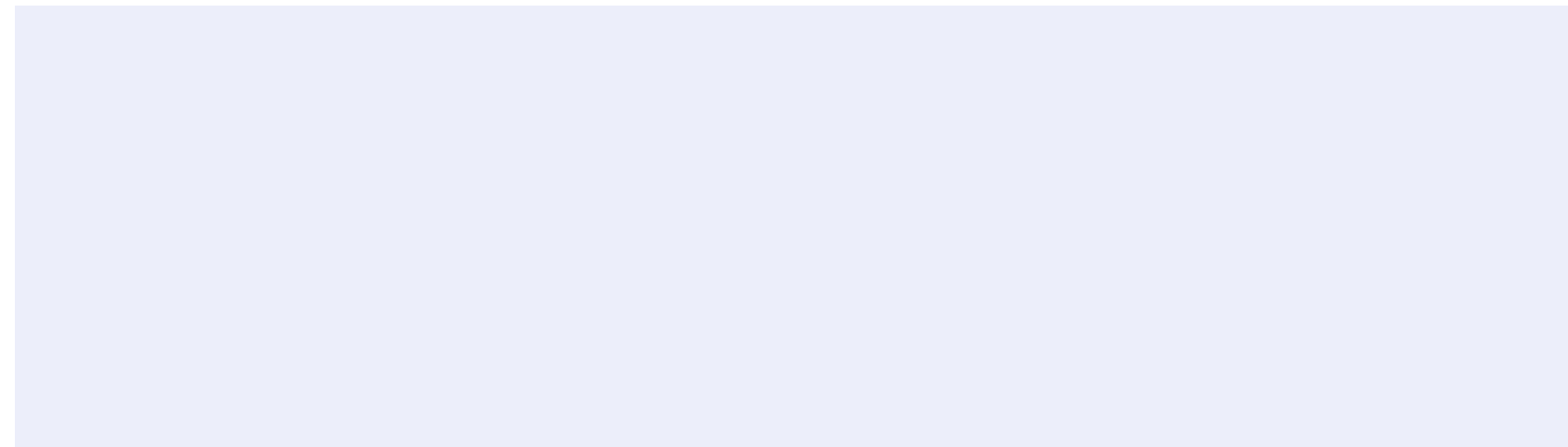
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Based on Nursing Home Compare - Complaint Deficiency

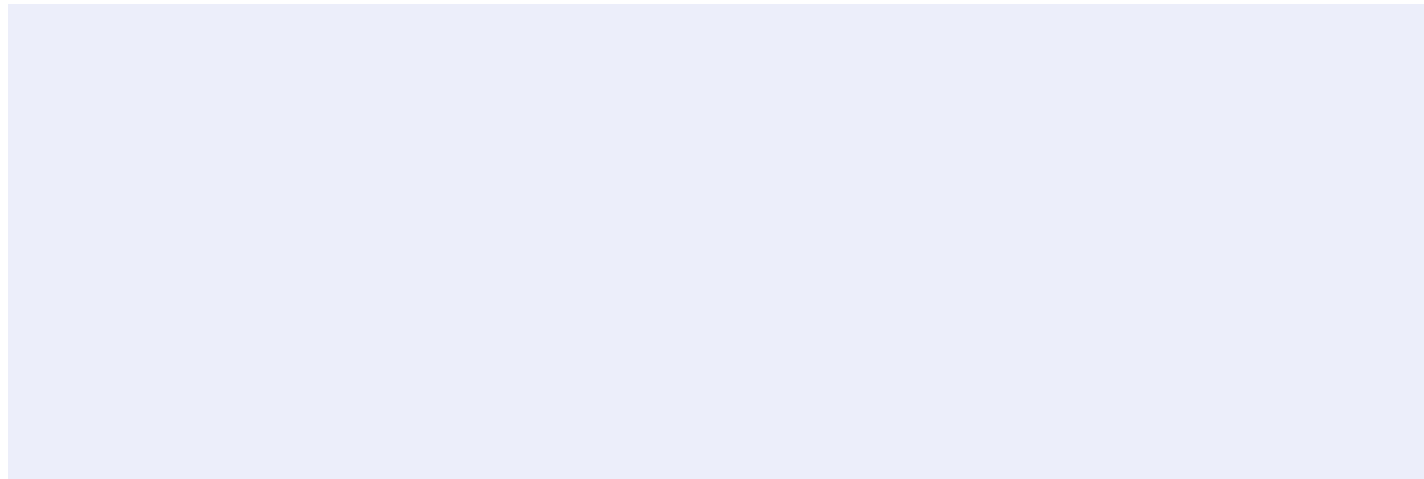


NY	14221	(716) 632-6152	09/02/2009
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NY	14221	(716) 632-6152	09/02/2009
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Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health

01/01/1900

Health

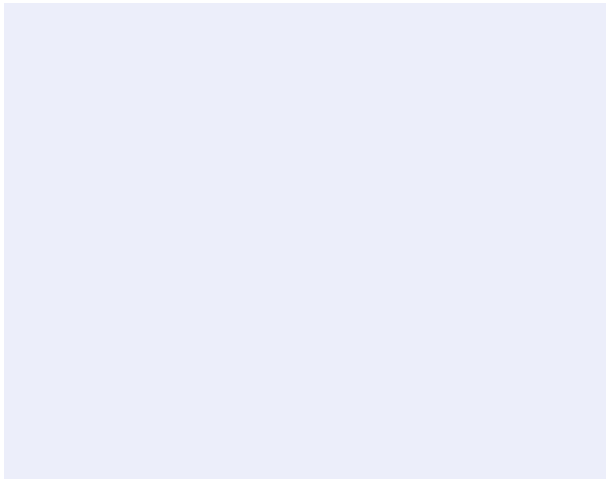
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Based on Nursing Home Compare - Complaint Deficiency

	ives receive help with eating/ drinkin g, groomi ng and hygien e.	
Environmental Deficiencies	Make sure that the nursing home area is free of danger s that cause accide nts.	Isolated
Quality Care Deficiencies	Provid e social	Isolated

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Based on Nursing Home Compare - Complaint Deficiency

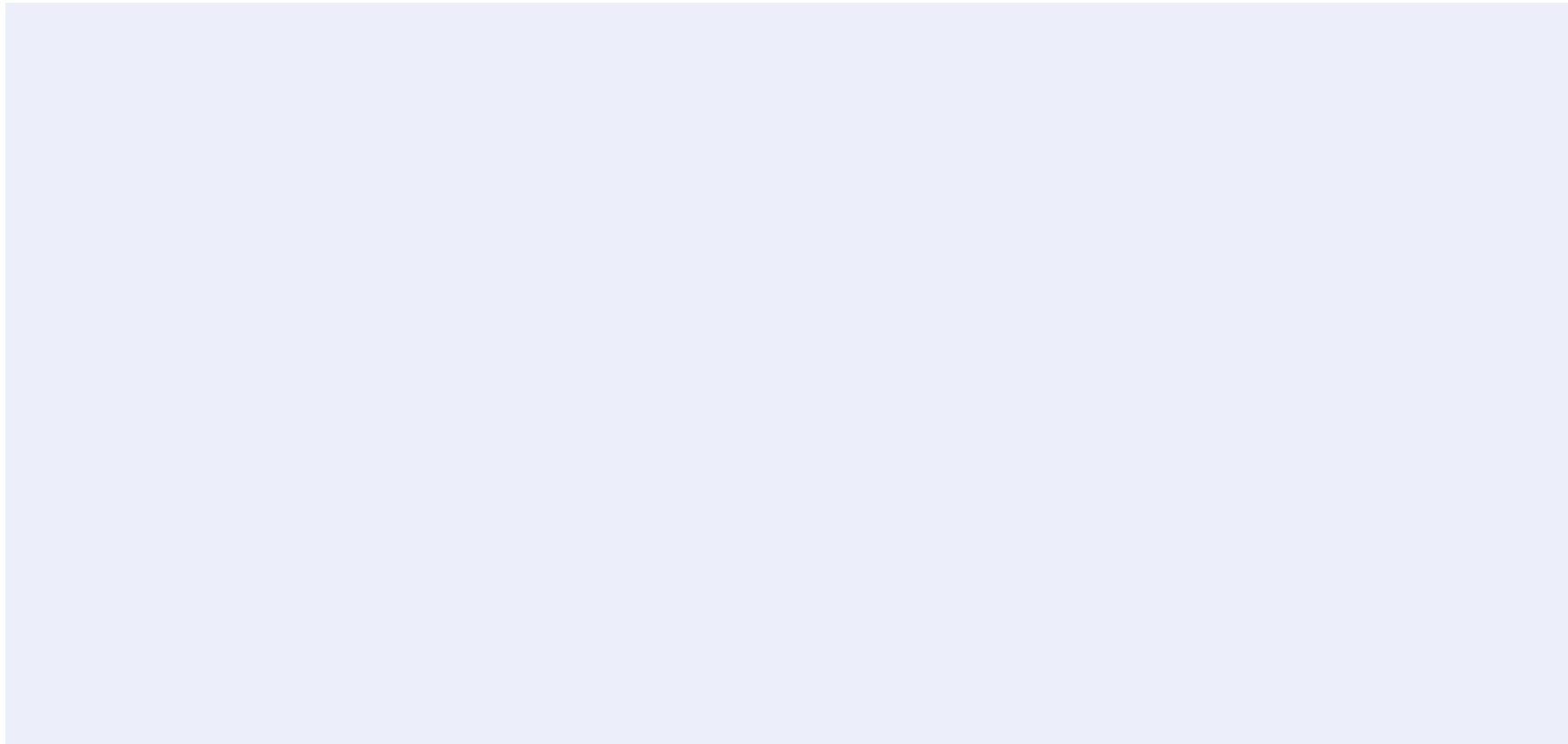


Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency



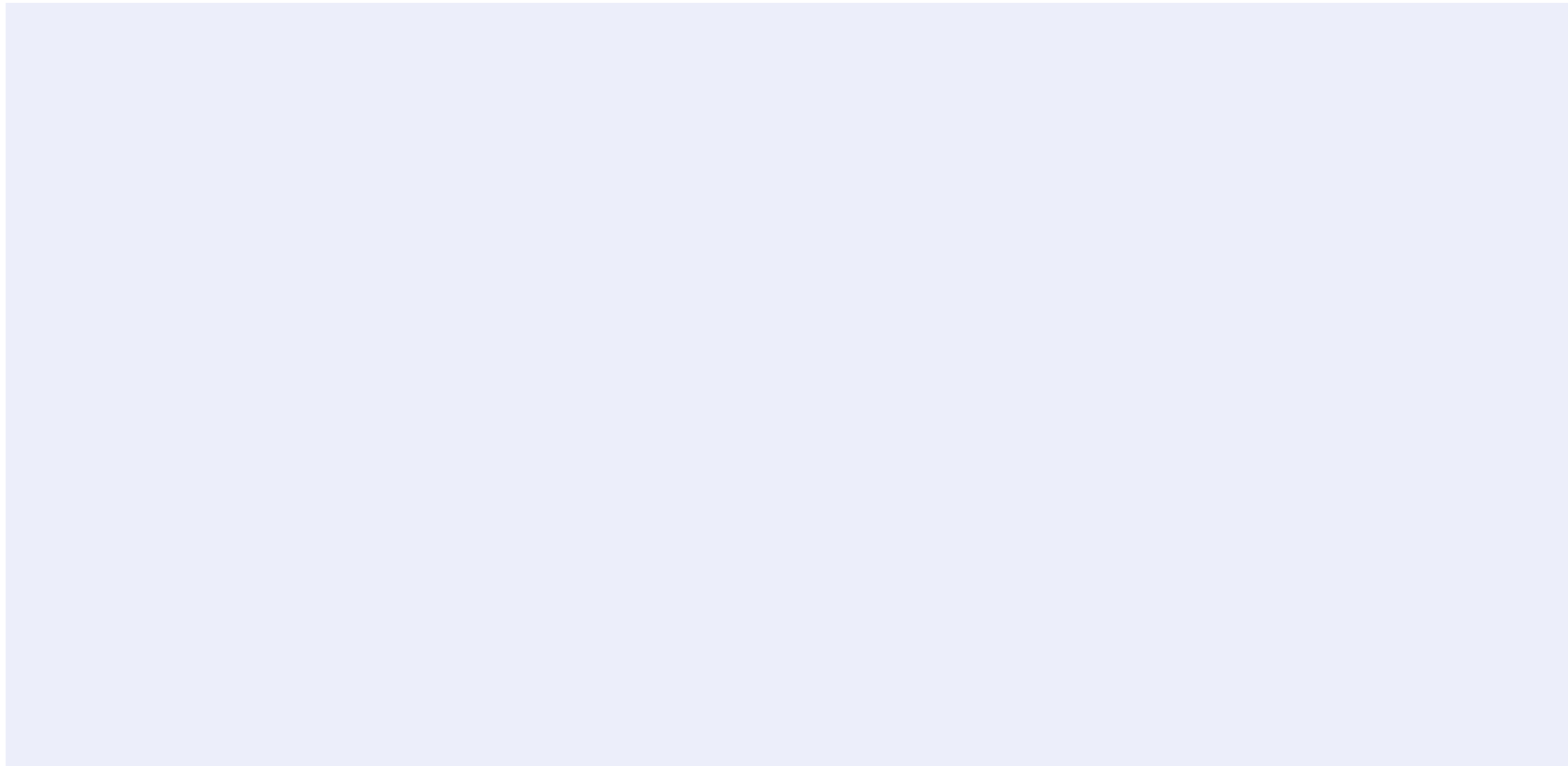
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WILLIAMSVILLE

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Based on Nursing Home Compare - Complaint Deficiency



NY

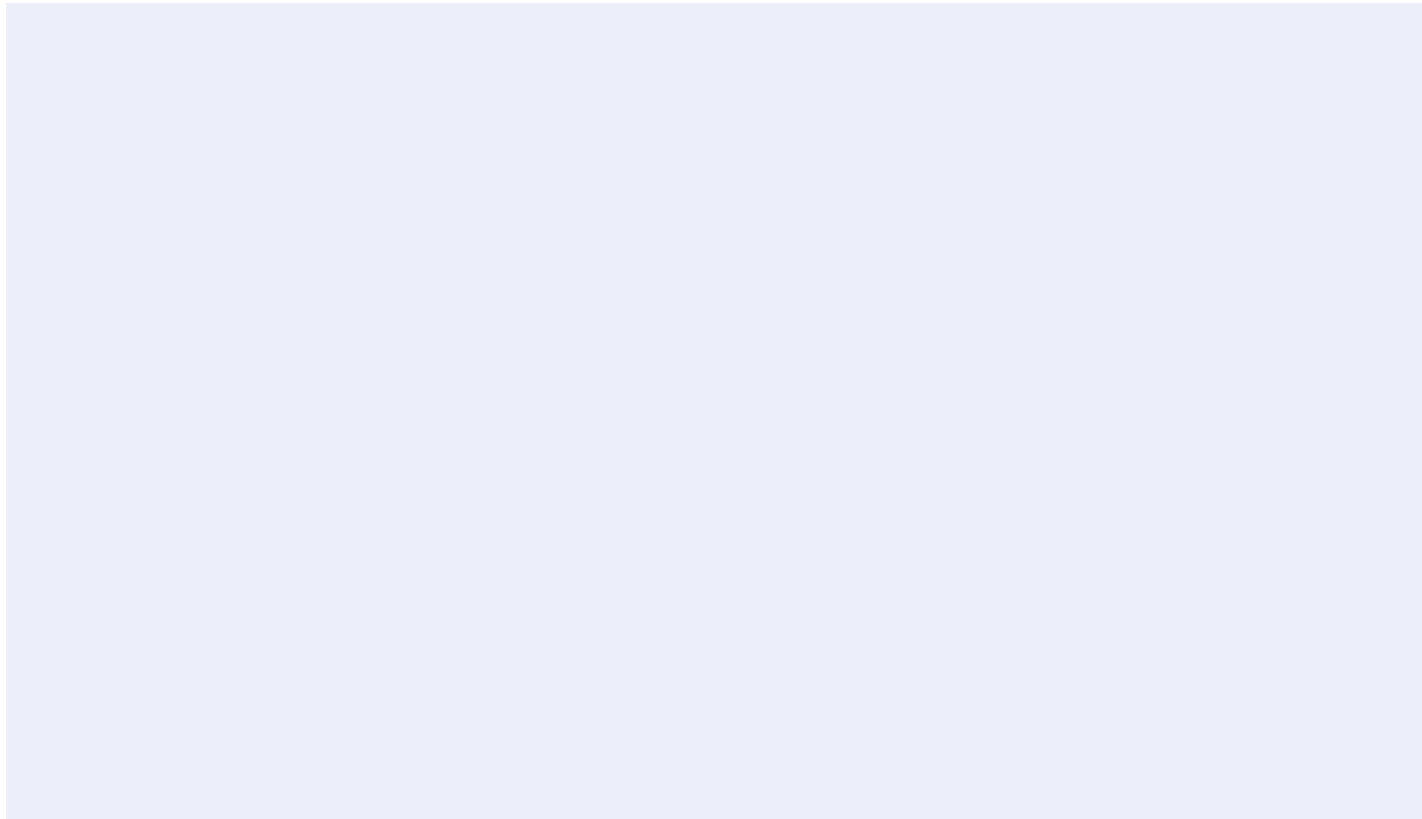
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Based on Nursing Home Compare - Complaint Deficiency



01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

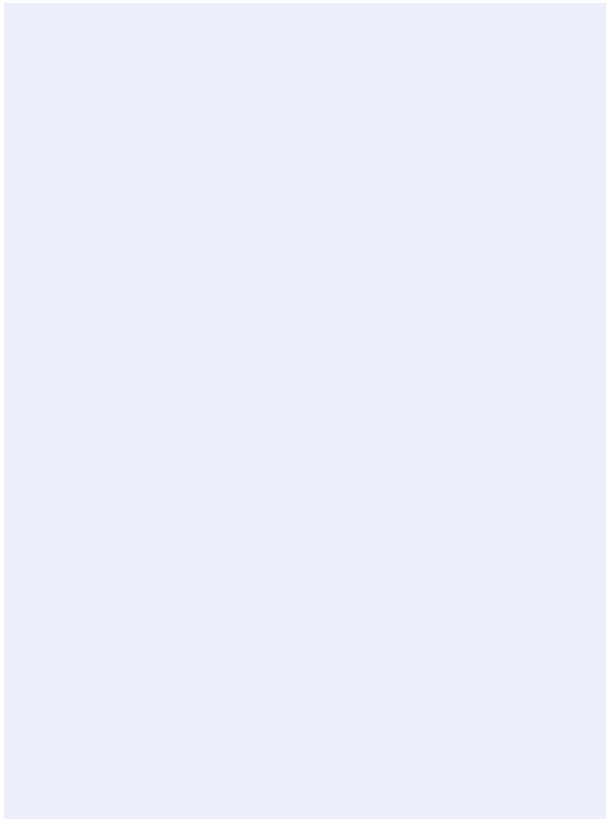
social
service
s for
related
medica
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proble
ms to
help
each
residen
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achiev
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highest
possibl
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quality
of life.

Quality Care Deficiencies

Give Isolated
profess
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service
s that
meet a
profess
ional

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Based on Nursing Home Compare - Complaint Deficiency



Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 632-6152	12/10/2009
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NY	14221	(716) 632-6152	03/01/2010
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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies

standa
rd of
quality.

Keep Pattern
all
essenti
al
equipm
ent
workin
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safely.

Quality Care Deficiencies

Give Isolated
each
residen
t care
and
service
s to get
or
keep
the
highest
quality
of life
possibl
e.

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

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WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

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Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 632-6152	07/13/2010
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NY	14221	(716) 632-6152	07/13/2010
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NY	14221	(716) 632-6152	12/20/2010
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Based on Nursing Home Compare - Complaint Deficiency

08/03/2010

Health

08/03/2010

Health

01/01/1900

Health

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

	e.	
Quality Care Deficiencies	Make sure that each residen t's nutritio nal needs were met.	Pattern
Pharmacy Service Deficiencies	Make sure that residen ts are safe from serious medica tion errors.	Pattern
Quality Care Deficiencies	Give profess ional service	Isolated

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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

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WILLIAMSVILLE SUBURBAN L L C

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Based on Nursing Home Compare - Complaint Deficiency

NY

14221

(716) 632-6152

01/11/2011

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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies

service
s that
meet a
profess
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standa
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quality.

Make Isolated
sure
that
each
residen
t who
enters
the
nursing
home
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a
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r is not
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cathete
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it is

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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

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NY

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01/11/2011

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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies

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Immedi Isolated

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tell the
residen
t,
doctor,
and a
family
memb
er if:
the
residen
t is
injured,
there is
a
major
change
in
residen
t's
physic
al/ment
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health,

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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual
harm

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Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 632-6152	01/11/2011
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Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

Health

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Based on Nursing Home Compare - Complaint Deficiency

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a need
to alter
treatm
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signific
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or the
residen
t must
be
transfe
rred or
dischar
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Mistreatment Deficiencies

1) Hire Isolated
only
people
who
have
no
legal
history
of
abusin
g,
neglect

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Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual
harm

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

st francis home of williamsville

Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency

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Based on Nursing Home Compare - Complaint Deficiency

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neglect
or
mistrea
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of
residen
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Based on Nursing Home Compare - Complaint Deficiency